

PROGRESS UPDATE

Indiana Medicaid Non-Emergency Medical Transportation (NEMT) benefit for traditional Medicaid members

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
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Highlights

Since brokered model:

- **NEMT trip requests nearly doubled since May 2018**
- Approximately 5,000 unique members accessing NEMT each month
- **Providers required to drive most direct route**
- Claims payment rate is 99%+ percent, with claims processing the same week for those using EFT
- **Over 1,200 vehicles on road (more needed)**
- Call center stats stabilized – over 100 Indiana staff plus dedicated nursing facility line



Before the brokered model for NEMT



Before the brokered model for NEMT

Transportation Providers

- Transportation providers enrolled with Medicaid as a provider:
 - No safety or quality inspection of vehicles;
 - No **oversight of actual miles driven and billed**;
 - No ability to ensure proper (or continued) insurance coverage;
 - No **comprehensive training** of drivers on behavioral health awareness, de-escalation tactics, or general customer service;
 - Minimal background check.
- **No visibility of missed rides, trips to nowhere, etc.**



Before the brokered model for NEMT

Ridership, access to NEMT services and visibility as to whether services were occurring properly

- During 2017 and early 2018 - around 240,000 individuals in traditional Medicaid; ridership between **30,000** to **35,000** rides a month; around **3,000** unique members served.
- No centralized repository for Medicaid recipients to seek assistance or provide complaints; members scheduled directly with local transportation provider.
- No historic member transportation information.



How did we get here?

Transportation providers designated a “high risk provider type” by federal government

- CMS identified issues with transportation services and providers
- OIG identified issues with transportation services and providers
- OAG identified issues with transportations services and providers



How did we get here?

More specifics on pre-broker model

- Brokered model provides direct oversight and visibility of miles driven, confirmation of trips occurring, and appropriate use of the NEMT benefit, to ensure that past integrity issues are minimized, such as:
 - 2.5 million in overpayments identified in 2015 among 8 providers
 - FFS NEMT spending 15Xs higher than managed care NEMT spending
 - Hundreds of transportation providers received over \$5 million over 5 year period for “trips to nowhere”
 - Perception that NEMT could be used for non-medical errands such as barber, grocery shopping, or visiting family

After the brokered model for NEMT



After the brokered model for NEMT

Program integrity enhancements

- Now can curtail “trips to nowhere”
- Now can monitor utilization
- Now can curtail excessive mileage
- Now can mitigate TPL

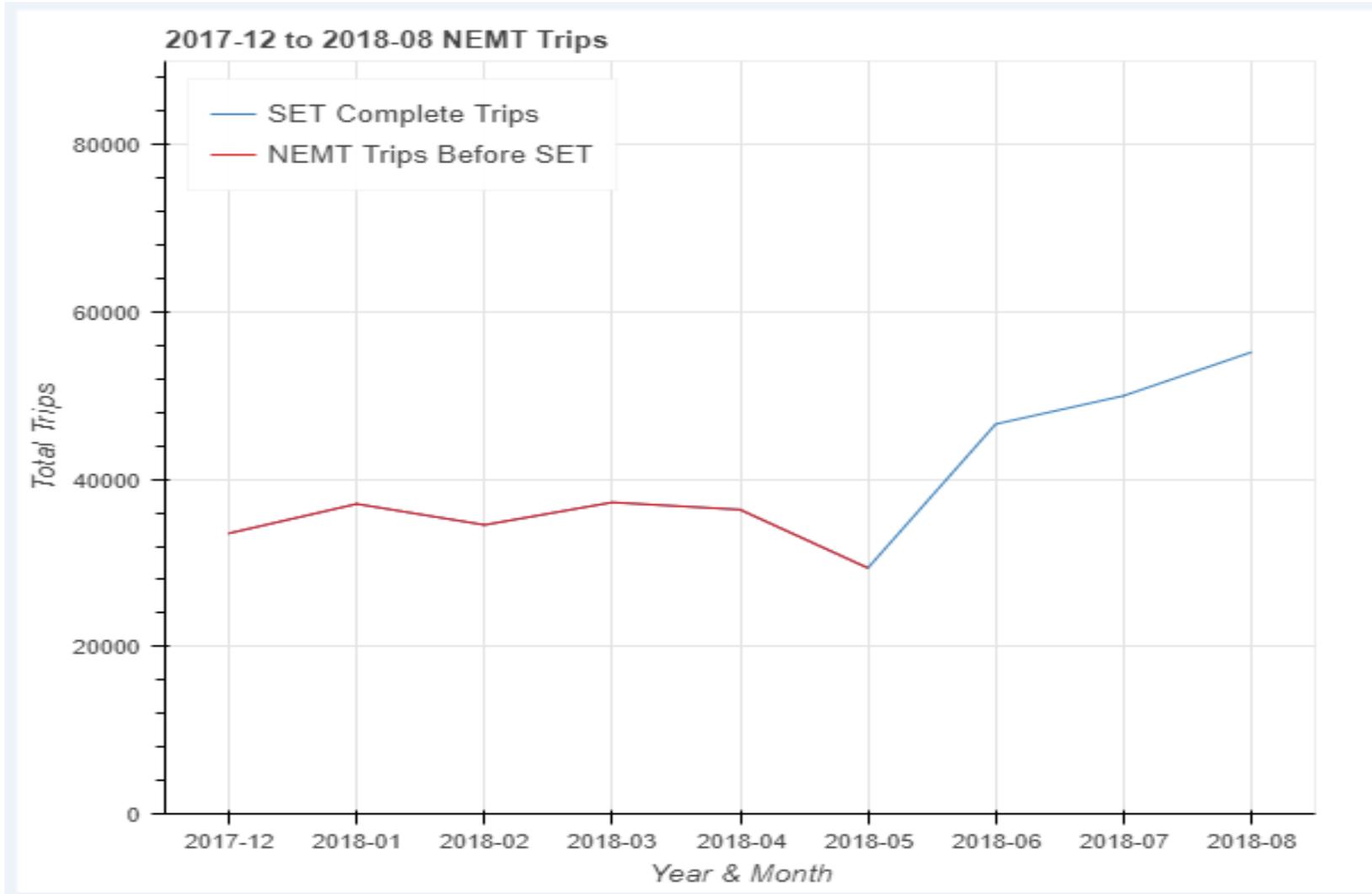
****Note: currently for an interim period, transportation providers do can work directly with nursing home and assisted living facilities to schedule rides. Goal is to level playing field and ensure heightened oversight compliance across the board in near future, in cooperation with nursing home and assisted living industries.**



After the brokered model for NEMT

Ridership, access to NEMT services and visibility as to whether services were occurring properly

- Post-brokered model, with the same 240,000 individuals in traditional Medicaid, ridership has grown each month by up to **50% a month in the month of August**. Upwards of **14,000** unique members are now being served, and the numbers are growing.
- Medicaid recipients can now call the 1-855 number to schedule ride, check status of ride, or file complaint
- Database of member transportation is being built, and individual member profiles are gaining critical details about member needs and preferences
- Two new, unique teams to **monitor services being provided to high risk patients** and to members who have experienced issues with their transportation



**From Dec. 2017
until Aug. 2018**

**Ridership up –
nearly doubled
in first few
months of
program.**



After the brokered model for NEMT

Transportation Providers

- Now enrolled with Medicaid as a provider & credentialed with SET:
 - Vehicles are inspected for safety; over **100 vehicles** were removed from the network for safety and health concerns.
 - Transportation providers are required to drive and bill for the most *direct* route as indicated by geo-mapping;
 - Transportation providers are required to maintain proper insurance coverage; several drivers were found to be carrying inadequate coverage;
 - As a part of credentialing, transportation providers receive training on wheel chair safety, behavioral health awareness, de-escalation tactics and general customer service;
 - Several drivers have been removed from the network due to negative background checks or driving records

After the brokered model for NEMT

Transportation Providers

- There are **246 active providers** with another 26 going through the credentialing process. The transportation broker is signing on providers at a rate of **4 to 5** per week. Over 1,200 vehicles on road.
- Now we know when rides are missed, improperly sent back by a provider, etc. During roll-out, non-compliant “send backs” (or ones that a provider accepts but later sends back last-minute to SET) peaked at 75% of all send backs and has decreased to **25%** in October.



Trip date	Total trips	Total send-backs	Non-compliant send-backs	% of non-compliant send-backs to total trips
7/1/2018 - 7/7/2018	9,691	1,167	878	9%
7/8/2018 - 7/14/2018	12,084	1,357	738	6%
7/15/2018 - 7/21/2018	12,516	1,226	913	7%
7/22/2018 - 7/28/2018	11,934	1,478	951	8%
7/29/2018 - 8/4/2018	11,274	1,218	838	7%
8/5/2018 - 8/11/2018	12,293	1,950	821	7%
8/12/2018 - 8/18/2018	12,602	1,846	763	6%
8/19/2018 - 8/25/2018	12,492	1,951	826	7%
8/26/2018 - 9/1/2018	12,111	1,620	670	6%
9/2/2018 - 9/8/2018	10,533	1,619	585	6%
9/9/2018 - 9/15/2018	11,769	1,470	579	5%
9/16/2018 - 9/22/2018	11,565	1,456	520	4%
9/23/2018 - 9/29/2018	11,621	1,452	486	4%
9/30/2018 - 10/6/2018	11,291	1,474	469	4%
10/7/2018 - 10/13/2018	11,325	1,728	416	4%
10/14/2018 - 10/20/2018	11,372	1,732	445	4%

Note, send backs (meaning trips returned by providers after being assigned a trip) pose a significant concern to member safety and satisfaction, and the non-compliant send backs may result in missed rides.

SET and FSSA have worked with providers to understand the importance of improving in this metric. Non-compliant send backs are down 50%, while total percent of send backs as percentage of total trips is down to 4%.



After the brokered model for NEMT

Claims Processing

Pay Period	Q3 July-September 2018
Claims Rec'd	142,206
Claims Paid	142,042
Claims denied	164

Pay Period	10/3/18	10/10/18	10/17/18	10/24/18	Subtotal 10/2018
Claims Rec'd	13,272	14,702	11,816	13,762	53,552
Claims Paid	13,266	14,695	11,725	13,620	53,306
Claims denied	6	7	91	142	246

Claims are paid weekly if filed electronically. Providers seeking checks, it takes a few more days.



After the brokered model for NEMT

Call Center Stats

Date	6/20/2018	7/18/2018	8/15/2018	9/19/18	10/17/2018
Number of calls received	3,121	3,393	3,027	2,770	2,504
Average speed of answer	7:33	1:25	0:40	0:42	0:34
Average talk time	7:31	5:37	5:44	4:57	4:18

SET has added 100 Indiana staff to their Indiana call center. We've seen improved speed of answer and lessening average talk time.

Note, initial calls take some time to build member profile and some callers schedule multiple trips. A more desirable option is for members to use the online portal.

Note: This chart compares the third Wednesday of each month June-September 2018



After the brokered model for NEMT

We know that we need more providers in the following areas:

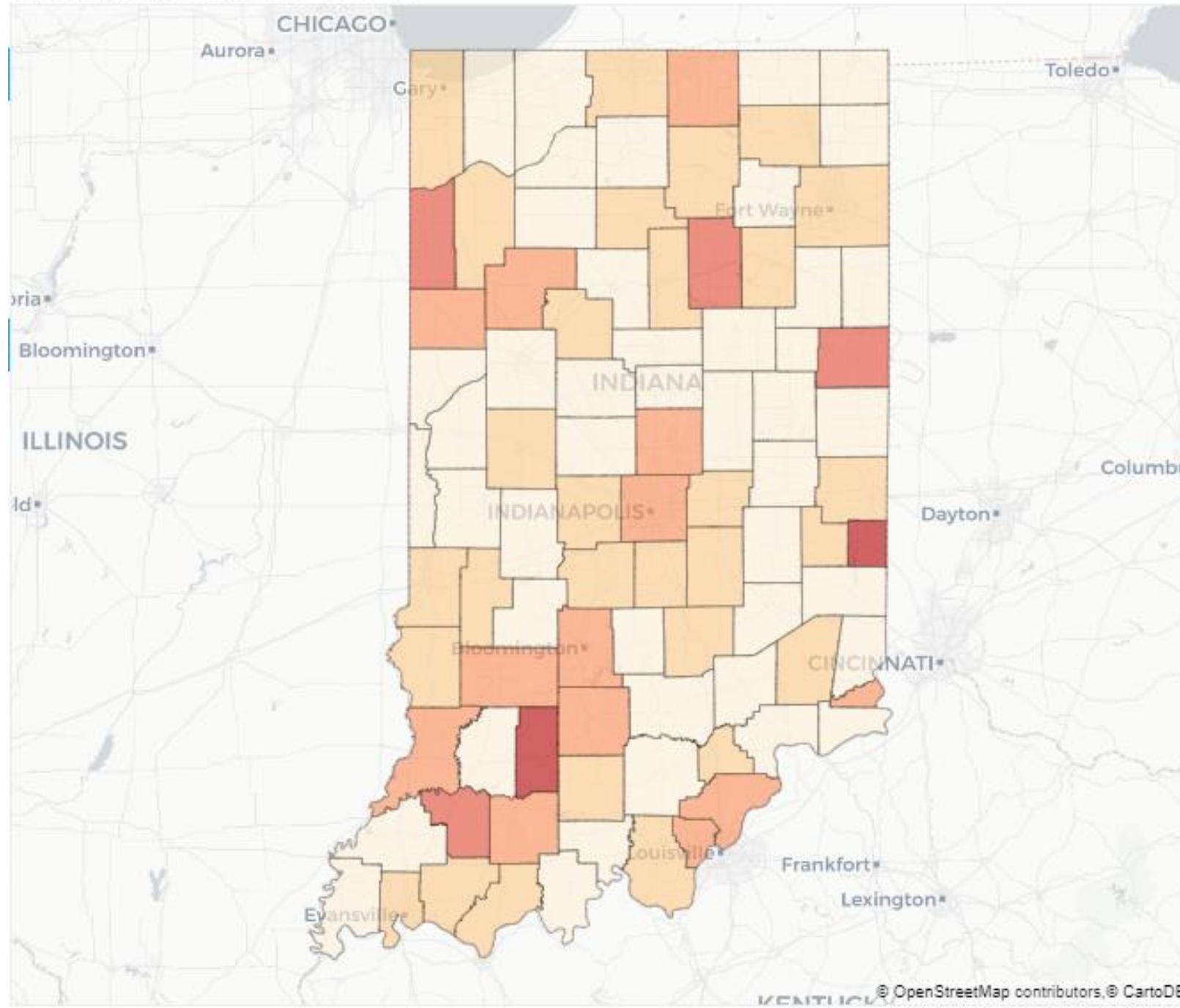
Southeastrans QRV (quick response vehicle) status:

- Active vans: 28
- Currently in service: Lake, St. Joseph, Marion, Vanderburgh, Madison, Allen, Wayne, Vermillion, Jackson, Marshall, Orange, and Knox, Counties
- Currently training/recruiting in Elkhart and Washington counties
- *****These vans are in areas where need is greatest and are TEMPORARY measures*****

Provider van assistance:

- Active vans: 10
 - 1 - Lake County
 - 2 - Monroe / Morgan Counties
 - 2 - Clay / Vigo Counties
 - 1 - Switzerland and adjacent Counties.
 - 1 - Marion County





Cancelled Trips by County – month of August

Illustrates all cancellations for county/all planned trips for county

Shows FSSA areas to focus on improving provider network



After the brokered model for NEMT

Temporary return to non-brokered status for nursing and assisted living facilities

- Allows NFs and ALs to arrange for transportation outside of SET (but claims processed through SET and trip leg IDs obtained from SET up to 7 days post-trip)
- SET has designated facility staff and telephone line to work directly with NFs and ALs to address unique member needs (such as standing orders for dialysis, chemo, etc.)
- Note, some transportation providers are taking advantage of the pause, and are charging NFs directly (cash) to transport members outside of brokered process.



After the brokered model for NEMT

FSSA Resources

- **Provider Communications**
 - 13 IHCP Bulletins
 - 2 Banners
 - 5 News Summaries
 - 2 IHCP Provider Workshops
- Two Nursing facility webinars in September
- Weekly SET training on provider orientation & iPad/electronic systems utilization
- SET presented at the annual IHCP workshop Oct 23-25.



Member Phone Survey Outcomes (Convenience Sample)

